

WHAT IS CLAIMED

1. A method for processing telephone calls using IVR, said method comprising the steps of:
 - (a) automatically answering a call from an individual and redirecting said call to an IVR Engine;
 - (b) sending a signal from said IVR Engine to a Script Engine, whereby said Script Engine may run an appropriate script and send an instruction back to said IVR Engine;
 - (c) passing said instruction from said IVR Engine to said individual;
 - (d) collecting input from said individual given in response to said instruction; and
 - (e) terminating said call.
2. A method according to claim 1 additionally comprising the step of sending an appropriate message to said individual before terminating said call.
3. A method according to claim 1 additionally comprising the step of repeating steps (b) through (d) until all data has been received.
4. A method according to claim 1 additionally comprising the step of applying business rules and logic to said input on said Script Engine.
5. A method according to claim 1 additionally comprising the step of utilizing project configuration information to establish a connection between said IVR Engine and an appropriate said Script Engine.
6. A method according to claim 1 additionally comprising the step of automatically restarting upon encountering otherwise unrecoverable events.
7. A method according to claim 1 additionally comprising the step of warehousing said input.

8. A method according to claim 1 additionally comprising the step of executing appropriate APIs for said call.

9. A method according to claim 1 additionally comprising the step of validating said input on said Script Engine.

5 10. A method according to claim 1 additionally comprising the step of translating any incoming and outgoing information between said individual and said IVR Engine.

11. A method according to claim 1 additionally comprising the step of translating between said IVR Engine and said Script Engine.

10 12. A method according to claim 1 additionally comprising the step of setting up application-specific speech and configuration files for said IVR Engine.

13. A method according to claim 1 additionally comprising the step of generating a configuration file for said IVR Engine.

15 14. A method according to claim 1 additionally comprising the step of generating an electronic folder for each said call, said electronic folder adapted to house any information pertinent to said call.

15. A system for processing a telephone call from an individual using IVR, said system comprising:

(a) a switch, said switch adapted to automatically answer and redirect said telephone call;

20 (b) an IVR Engine, said IVR Engine adapted to accept said call redirected by said switch, said IVR Engine adapted to send outgoing information to and receive incoming information from said individual; and

(c) a Main Script Engine, said Main Script Engine adapted to receive an instruction from said IVR Engine, execute a script, and return an instruction to said IVR Engine.

16. A system according to claim 15 additionally comprising a data storage device for housing said incoming information received from said individual.

17. A system according to claim 15 additionally comprising a Computer Telephony Interface adapted to connect and provide a means of communication for said IVR Engine and said call.

18. A system according to claim 15 additionally comprising a main system containing said Script Engine.

19. A system according to claim 18 wherein said main system is adapted to warehouse said incoming information, apply business rules and logic to said information, and return data and analysis of said information.

20. A system according to claim 15 additionally comprising an Applications Program Interface.

21. A system according to claim 20 wherein said Applications Program Interface comprises functions selected from the group consisting of Announce functions, Disconnect functions, Collect functions, Transfer Call functions, Message Coding functions, Speech Recognition functions, Hang-Up Event functions, Alarms functions, Temporary IVR Transaction Suspension functions, Call Bridging functions, Auto-Faxing functions, Multi-lingual capability functions, and Application Switching functions.

22. A system according to claim 15 wherein said Script Engine is adapted to execute data validation.

23.A system according to claim 15 additionally comprising a socket interface between said IVR Engine and said Script Engine.

24.A system according to claim 23 wherein said socket interface comprises a TCP-IP socket.

5 25.A system according to claim 15 additionally comprising a Message Translator adapted to interpret said incoming and outgoing information.

26.A system according to claim 15 additionally comprising a Script Message Emulator, said Script Message Emulator adapted to simulate said Script Engine and interface with said IVR Engine.

10 27.A system according to claim 15 additionally comprising a DIP adapted to interface between said IVR Engine and said Script Engine.